Pitney Bowes

SECAP

DM100i/DM200i series

Mailing System

Service Manual & Parts List

FORM SDT345A (8-07)

IMPORTANT:

Model and feature availability varies by country. Contact your machine supplier for more information.

This guide covers all models and features. Inclusion within this guide does not guarantee availability of a particular model or feature within your country.

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• Contents

Page

Service Manual

SECTION 1
Introduction

1.1 - Purpose 1-1
1.2 - Equipment Covered 1-1
1.3 - Contents 1-1
1.4 - Safety Summary 1-1
1.5 - Equipment Safety 1-2

SECTION 2
Specifications

2.1 - Material Specification 2-1
2.2 - Machine Specification 2-2

SECTION 3
Removal & Replacement

3.1 - External Covers 3-1
3.2 - Carriage Unit Related 3-4
3.3 - Purge Unit Related 3-9
3.4 - Lower Delivery Unit Related 3-12
3.5 - PCBs 3-18

SECTION 4
Troubleshooting

4.1 - Introduction 4-1
4.2 - Troubleshooting Tables 4-1

Parts List

SECTION 5
Parts List 5-1

• Contents

1 • Introduction

1.1 PURPOSE

This document provides the information necessary to support the installation and site repair of the DM100i/DM200i Series Digital Mailing System.

1.2 EQUIPMENT COVERED

This manual applies to the DM100i/DM200i Series and the kits required for digital mailing system operation.

1.3 CONTENTS

This manual is organised as follows:

- Section 1 – Introduces the manual
- Section 2 – Lists material and equipment specifications
- Section 3 – Presents removal and replacement procedures
- Section 4 – Offers Troubleshooting advice.
- Section 5 – Provides a full parts list.

1.4 SAFETY SUMMARY

Warning messages are used throughout this manual to alert you to potentially hazardous conditions. These warnings are explained below.

- **WARNING** — calls attention to improper practices that could cause injury.
- **CAUTION** — calls attention to improper practices that could damage the equipment or the material being run.
- **IMPORTANT** — calls attention to practices that could adversely affect equipment operation, if instructions are not followed exactly.

You must familiarise yourself with proper procedures and methods before you install, operate or service the equipment to avoid personal injury or damage to the equipment. If you are responsible for training service personnel or equipment operators, it is incumbent on you to explain safety precautions to your students and encourage safety awareness.

The following is a list of general precautions which cannot be over emphasised:

- HIGH VOLTAGE is present at certain points in the equipment. INJURY or DEATH could result if you fail to observe safety precautions.
- Know how to turn off power in the work area and how to summon help in case of emergency.
- Do not work on equipment under power unless absolutely necessary.
- When working on a live circuit, use extreme caution. Don’t grasp two sides of a live circuit at the same time.
- Always use the right tools for the job.
- Treat every circuit like a gun which may be loaded. It may not be “live”, but be sure. Check with a neon tester, a voltmeter, or simply unplug the machine.

- Use one hand when reaching into a circuit. By keeping one hand free, lethal current is less likely to pass through vital organs. Observe this rule when connecting or disconnecting plugs or leads, and when making any adjustments on a live circuit. Don't underestimate the danger of shock: 1mA (1/1000 ampere) is uncomfortable; 5 mA (1/200 ampere) is dangerous - the victim may jump back and be injured; 12 mA (1/83 ampere) causes hand muscles to contract - the victim cannot free himself; 24 mA (1/40 ampere) has proven fatal; and 100 mA (1/10 ampere) is likely to be fatal.

- Don't reach into a circuit with metal tools, or while wearing rings or a watch. Even in low voltage circuits, a metal object can short circuit two terminals.

- Don't bypass safety devices. Three-wire outlets (220/240 VAC) are designed to ground equipment to make it safe. If a live wire shorts to a grounded frame, the only result is an open fuse. If a live wire shorts to an ungrounded frame, the frame itself becomes hot and potentially dangerous. A fuse is a weak link in a circuit, designed to break down before anything else does. The maximum safe current in a circuit is determined by the designers. Too large a fuse can pass excessive current, damaging expensive equipment. Interlock switches are designed to remove power from a circuit when an access door, cover or panel is opened. When such a switch is "cheated" or otherwise disabled, a safety device has been bypassed. **If you bypass an interlock for service or diagnostic purposes, use extreme caution.**

- If you use air pressure to clean a machine, use low pressure (30 psi or less) and use eye protection (goggles or face masks).

- When using solvents or cleaning fluids, make sure ventilation is adequate.

1.5 EQUIPMENT SAFETY

Just by walking around, you yourself may carry a threat to the equipment, in the form of a high voltage electrostatic charge. Your body acts as a giant capacitor which can store large amounts of electricity. Walking across a rug can charge you with several thousand volts, which can discharge in a spark up to an inch long.
Digital equipment can be easily damaged or destroyed by static charges. Microprocessors and other ICs contain tiny transistors not much more than a millionth of an inch across, which operate at 5 to 12 volts. You don't have to see a spark to ruin an IC — 50 volts is enough. Follow these guidelines to protect sensitive equipment from static damage:

- Ground yourself before reaching into the equipment, or touching any circuit board or other electrical component. Just touching a doorknob or metal workbench may be enough, but the best guarantee is to turn the machine off but leave it plugged in, and ground yourself on the chassis, which is grounded through the three-wire power cord. If you have access to one, bring a grounding strap and use it.

- Be careful of rugs — even a few steps can recharge you. Re-ground yourself whenever you've walked away and returned to the machine. Rugs are a major source of static buildup in the body.

WARNING!

Always be sure the equipment is unplugged before you make any attempt to perform the maintenance outlined in this manual. If you must work on a "live" machine, note that line potential is present at the power panel and the motherboard.

CAUTION: DO NOT attempt to adjust key timing parameters in the service menu unless you have been trained and thoroughly understand what you're doing. Otherwise you could damage the equipment.

- Take greater precautions as the objects you handle get smaller. A board in the machine is better protected than one which is not plugged in; a chip on a board is better protected than one in your hand.

- Stay away from metal conductors. The plastic and resin that chips and boards are made of are much better insulators than metal. It’s most important to keep your hands away from any metal which contacts the data. In particular, this means the long connector along the bottom of each board, and the pins coming out of the chips. These signal and data lines are directly connected to the fragile inner circuits of the chips. When handling a board, try not to touch the connector; when handling a chip, try not to touch the pins.

2 • Specifications

2.1 MATERIAL SPECIFICATIONS

Material Specifications

Material (see figure below)

Minimum Size: 127 mm x 76 mm

Maximum Size: 381 x 330 mm

Minimum Flap Depth: 22 mm

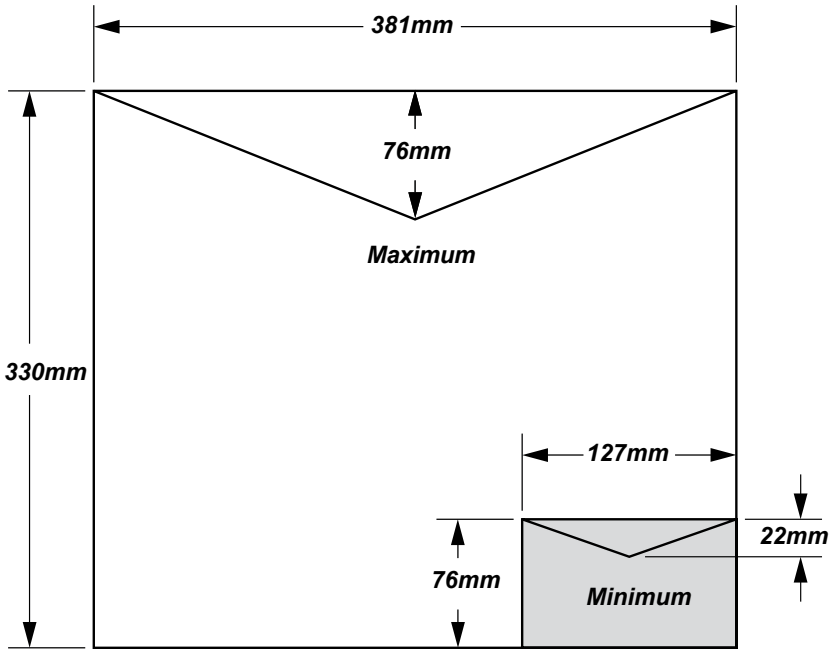
Maximum Flap Depth: 76 mm

Minimum Thickness: 0.18 mm

Maximum Thickness: 9.5 mm

Maximum Stack Height for Mail: 60 mm

IMPORTANT: For best results, always make sure your material conforms to our published specifications.



2.2 MACHINE SPECIFICATIONS

Size of Base Model:
215mm H x 345mm W x 400mm D
Size of Base Model with Scale:
230mm H x 345mm W x 400mm D
Size of Base Model with Scale and Moistener:
230mm H x 470mm W x 400mm D

Stacker:
The stacker adds 265mm to the width of the system.

Weight:
6.8Kg, approximate.

Power Requirements:
100-240 VAC, 50/60Hz. 1.0A

Communication Ports:
1 USB (B); 1 RJ-11.

Operating Temperature:
4°C to 42°C.

LCD Display: 4 Lines, 20 characters long.

Throughput: Up to 30 letters per minute with no moistener; somewhat less with optional moistener. Actual throughput will vary depedning on the material used, machine condition, use of moistener, and the skill of the operator.

Print Resolution: 600 x 300 dpi

Print Image Area: at least 25.4mm x 170mm

Ink Cartridge Life: 2,500 imprints or 22 letters per day, 5 days a week for 6 months.

Tape Sheets: Self-adhesive type, dual tape sheets.

Internal Ad Storage; up to 20.

Departmental Accounting: Number of accounts available based on the amount purchased and model.

Compliance CE

It is certified that the digital mailing systen machine complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC. The product was tested in a typical configuration.

For a formal Declaration of Conformity please contact Compliance Engineering on +44 (0)1279 426731.

WARNING: This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

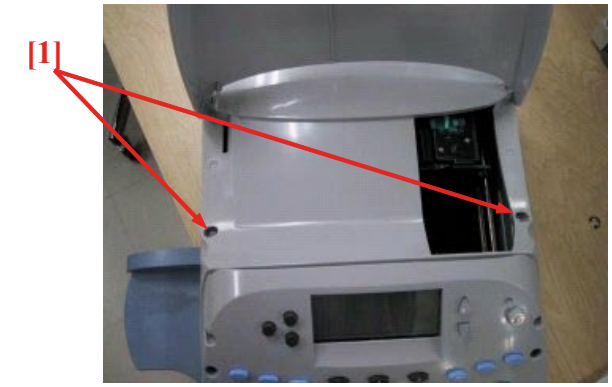
3 • Removal & Replacement

3.0 External Covers

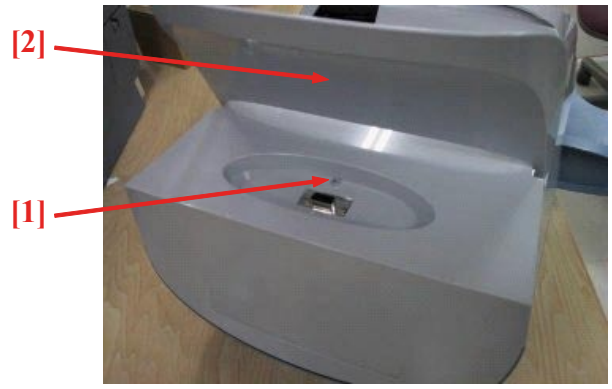
3.0.0 Removing the Upper Cover Unit

1) Open the open/closed cover [1].

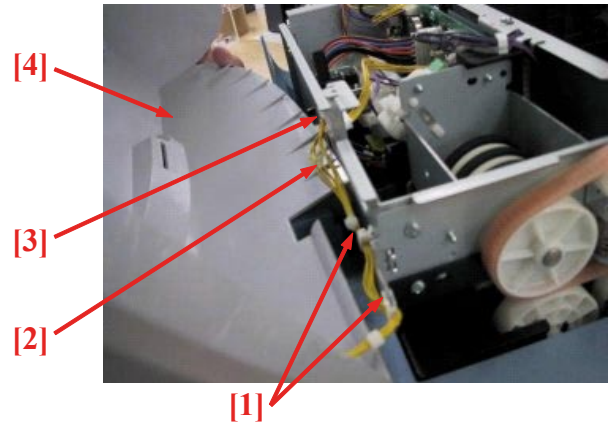
2) Remove the 2 screws [1].



3) Remove the screw [1], and detach the upper cover unit [2].



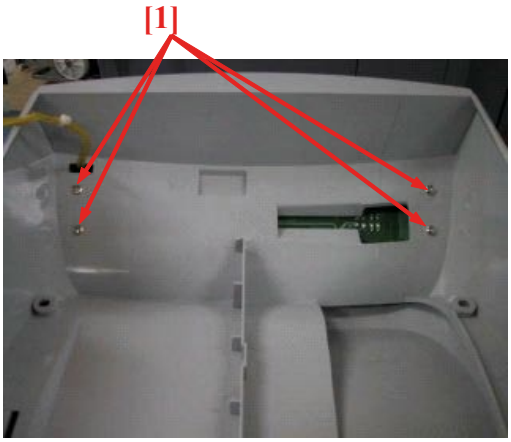
4) Free the harness [2] from the 2 harness guides [1]. Disconnect the connector [3] on the left side of the main body. Remove the upper cover unit [4].



3.0.1 Removing the Control Panel Unit

1) Remove the upper cover unit. (See A-1 Removing the Upper Cover Unit)

2) Remove the 4 screws [1].

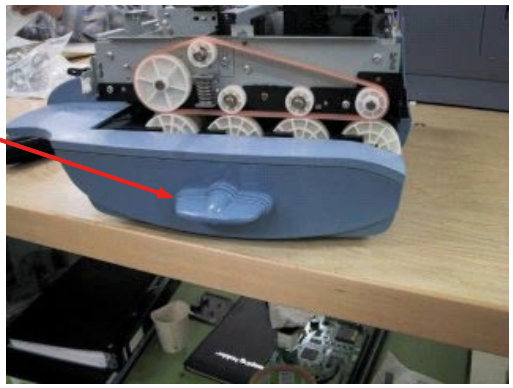


3) Remove the control panel unit [1].

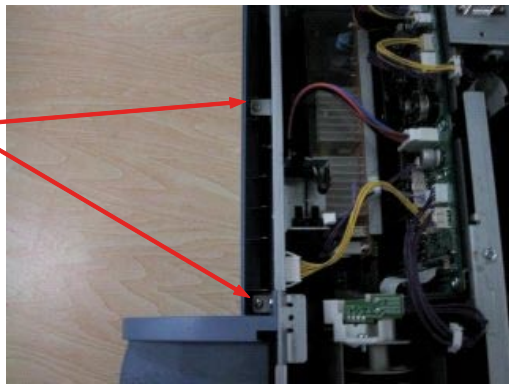
3.0.2 Removing the Lower Cover Unit

1) Remove the upper cover unit. (See A-1 Removing the Upper Cover Unit)

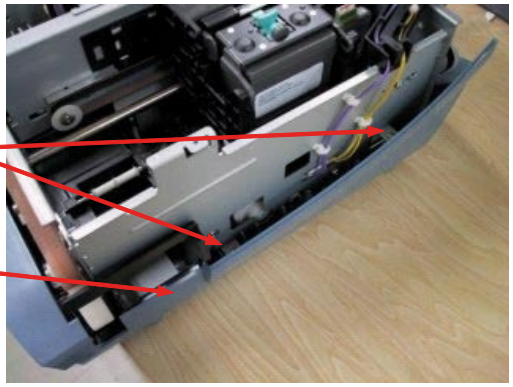
2) Pull out the lever [1].



3) Remove the 2 screws [1] on the left side of the main body.



4) Remove the 2 screws [1] on the right side of the main body, and detach the lower cover unit [2].



3.1 Carriage Unit Related

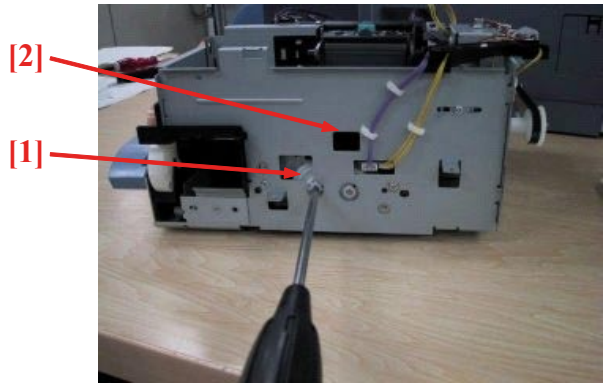
3.1.0 Removing the Carriage Unit

Carriage unit consists of the carriage, the guide rail of the carriage and the carriage motor.

1) Remove the upper cover unit. (See A-1 Removing the Upper Cover Unit)

2) Remove the lower cover unit. (See A-3 Removing the Lower Cover Unit)

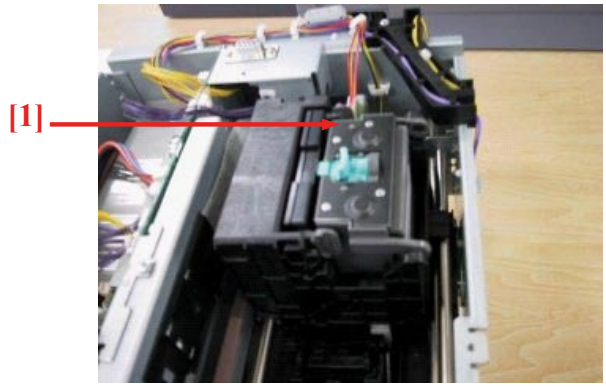
3) Turn the gear [1] clockwise with using a screwdriver, to uncap the print head. The cap can be seen from the window [2].



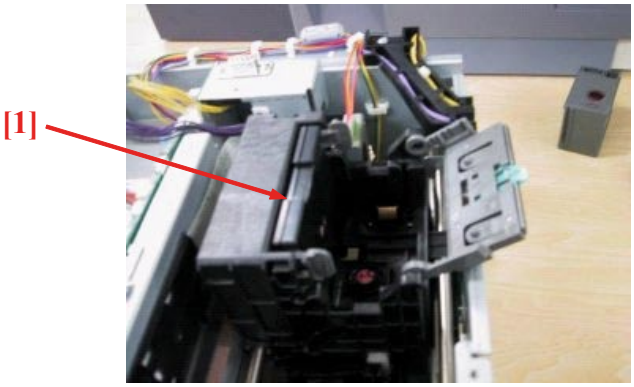
Caution-

Never move the carriage being capped to prevent the print head and the cap from damage.

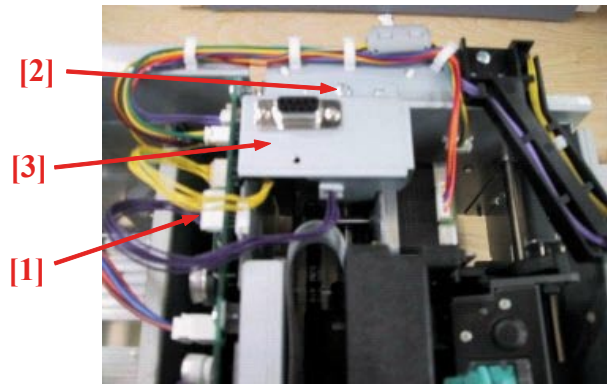
4) Open the ink tank exchange cover, and remove the ink tank.



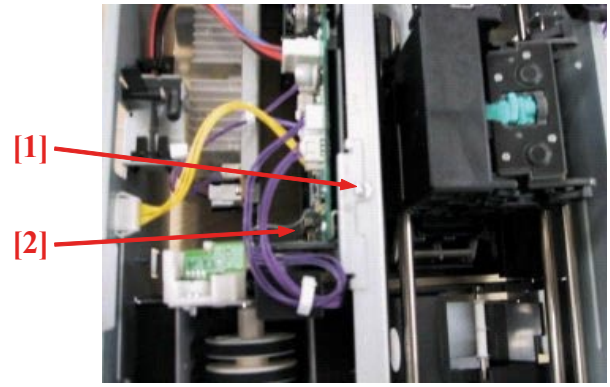
5) Remove the print head [1].



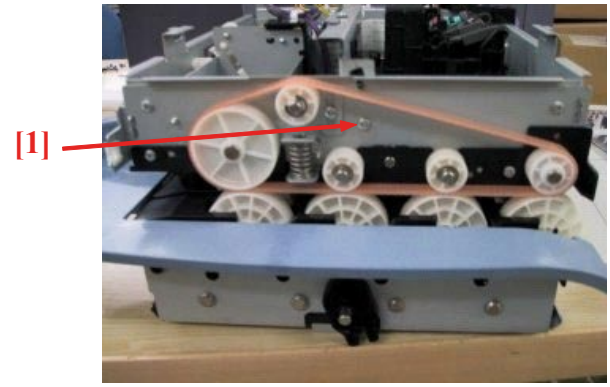
6) Disconnect the connector [1]. Remove the screw [2] and detach the interface connector unit [3].



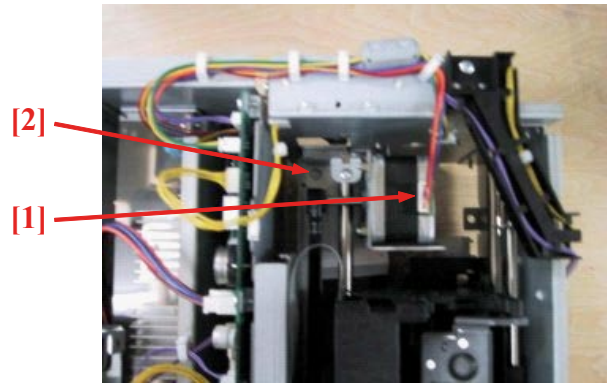
7) Remove the screw [1]. Unlock the flexible cable connector and detach the flexible cable [2].



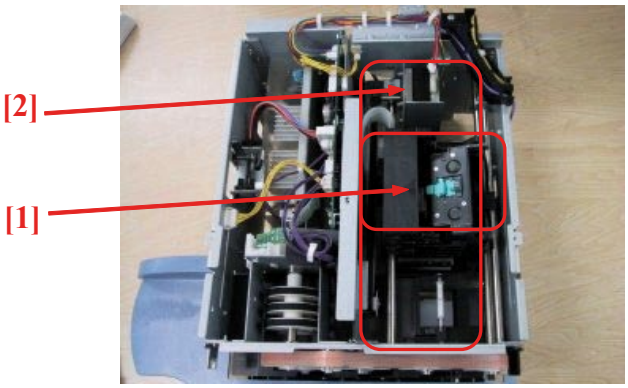
8) Remove the screw [1].



9) Disconnect the connector [1], and remove the screw [2].



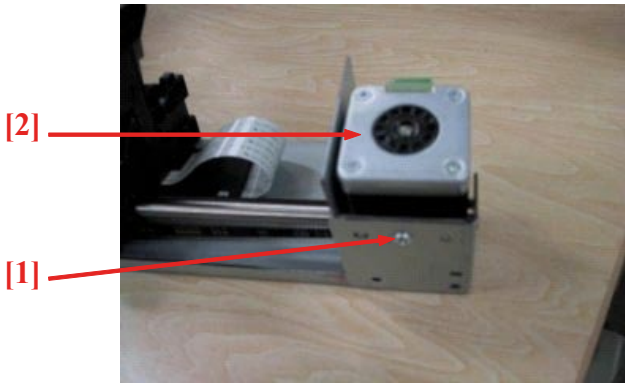
10) Slide the carriage [1] to the front, then move the carriage unit [2] to the rear side, and remove the carriage unit [2].



3.1.1 Removing the Carriage Drive Motor

1) Remove the carriage unit. (See B-1 Removing the Carriage Unit)

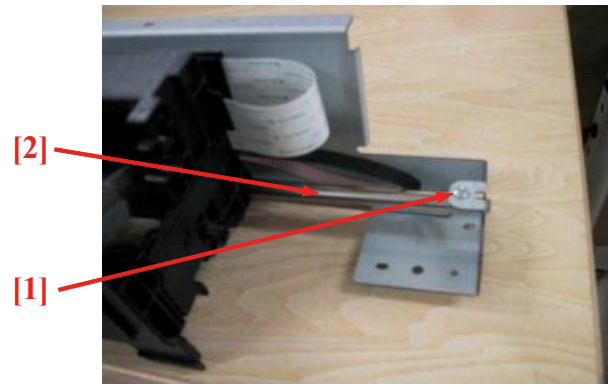
2) Remove the screw [1] and detach the carriage drive motor [2].



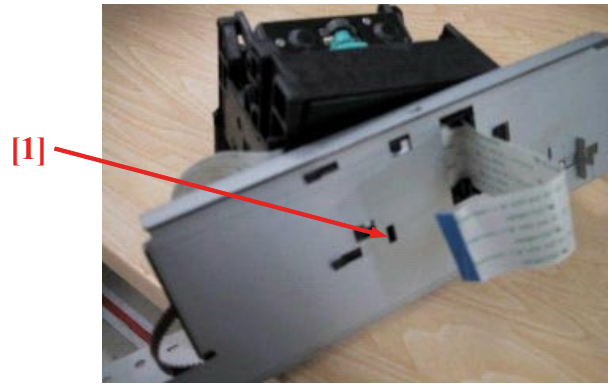
3.1.2 Removing the Head Holder Unit

1) Remove the carriage drive motor. (See B-2 Removing the Carriage Drive Motor)

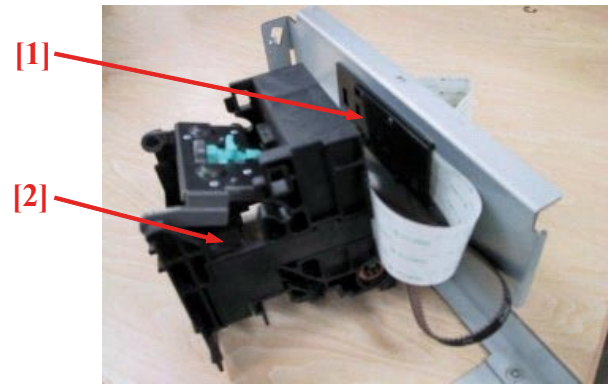
2) Remove the screw [1], and detach the carriage drive rail [2].



3) Unlock the hook [1] of the flexible cable cover.

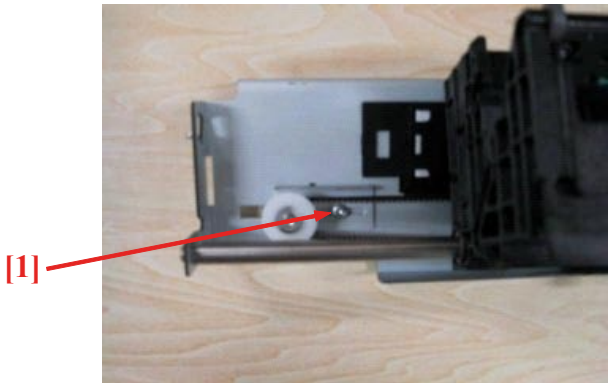


4) Slide the flexible cable cover [1] to the left side, and detach it. Remove the head holder unit [2].



Caution

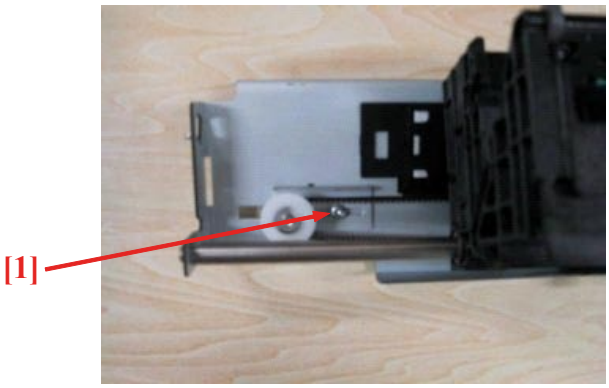
Do not loosen the tensioner screw [1] of tension adjustment for the carriage drive belt must be made.



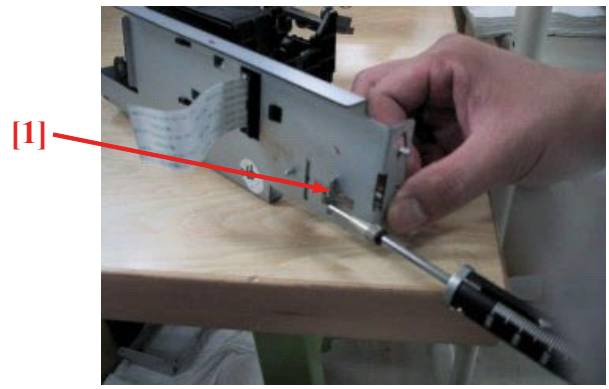
3.1.3 Adjustment at installation of the carriage drive belt

The tension adjustment of the belt is necessary after the carriage drive belt is exchanged.

1) Loosen the screw [1].



2) Adjust belt tension at the hook [1] so that the tension falls in the tolerance.
Tolerance: 1 kg±10%



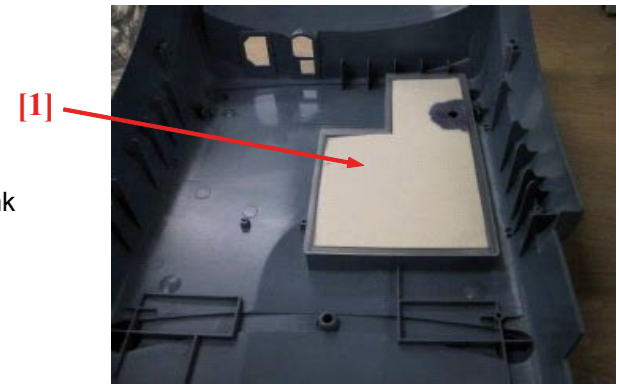
3.2 Purge Unit Related

3.2.0 Removing the Waste Ink Tank Unit

Waste ink tank unit consists of the ink tank case and the ink absorption sheet.

1) Remove the lower cover unit. (See A-3 Removing the Lower Cover Unit)

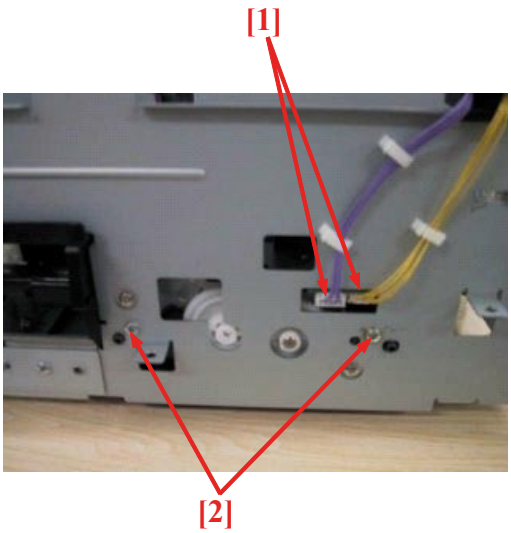
2) Remove the waste ink tank unit.



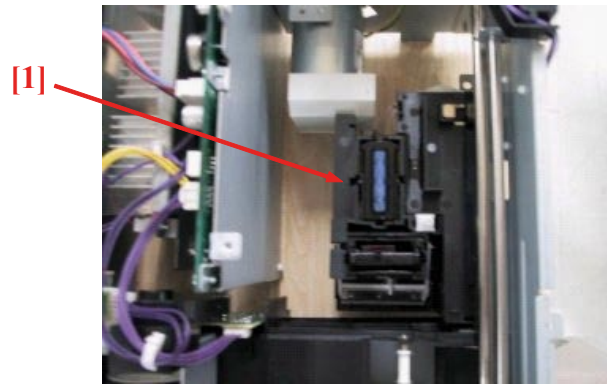
3.2.1 Removing the Purge Unit

1) Remove the carriage unit. (See B-1 Removing the Carriage Unit)

2) Disconnect the 2 connectors [1], and remove the 2 screws [2].



3) Remove the purge unit [1].



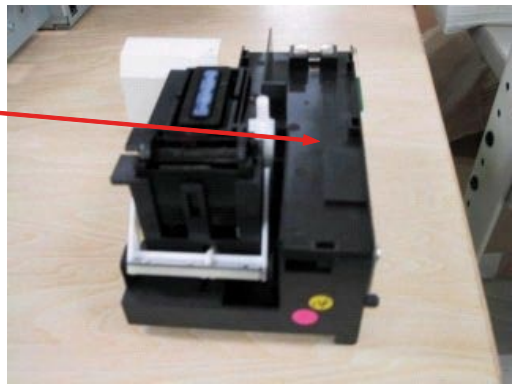
Caution

Never touch the cap and the wiper blade.

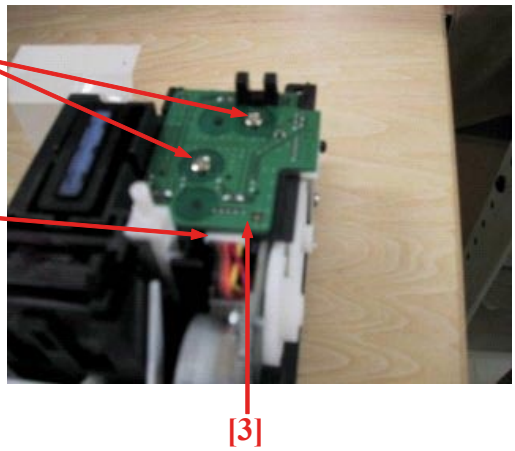
3.2.2 Removing the sensor PCB (1)

1) Remove the purge unit. (See C-2 Removing the Purge Unit)

2) Remove the 2 hooks, and detach the cover [1].



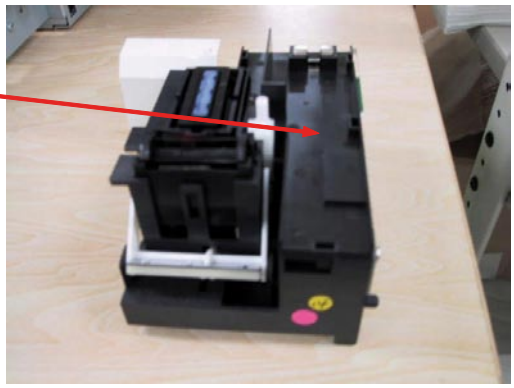
3) Remove the 2 screws [1], connector [2], and detach the sensor PCB (1) [3].



3.2.3 Removing the Purge Motor Unit

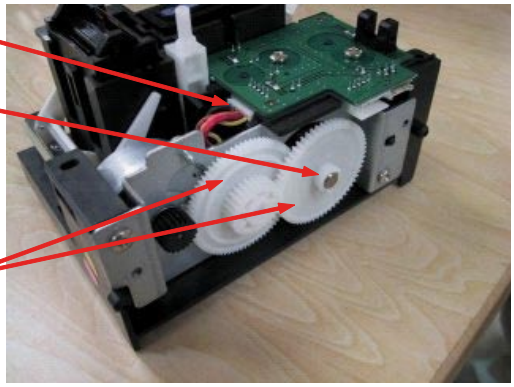
1) Remove the purge unit. (See C-2 Removing the Purge Unit)

2) Remove the 2 hooks, and detach the cover [1].

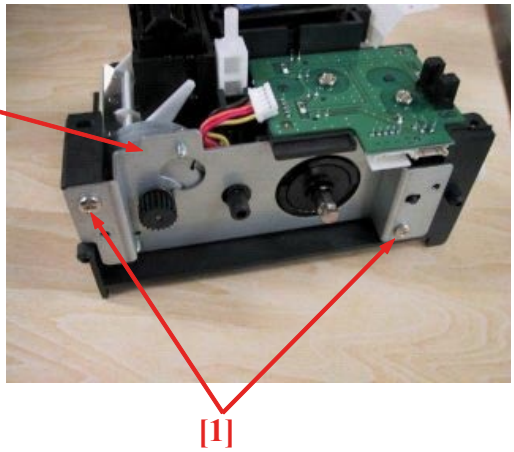


3) Unlock the hook [1], and remove the 2 gear [2].

4) Disconnect the connector [3].



5) Remove the 2 screws [1], and detach the purge motor unit [2].



3.3 Lower Delivery Unit Related

3.3.0 Removing the Lower Delivery Unit

1) Remove the upper cover unit. (See A-1 Removing the Upper Cover Unit)

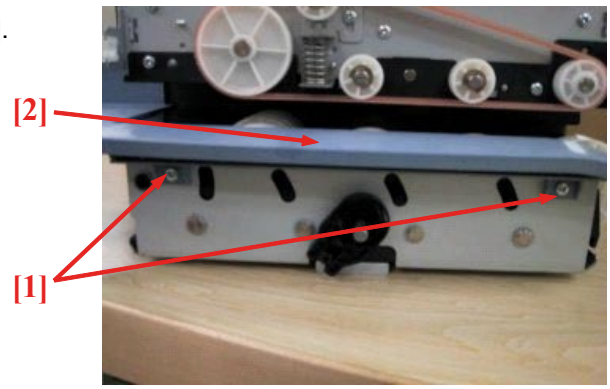
2) Remove the lower cover unit. (See A-3 Removing the Lower Cover Unit)

Caution

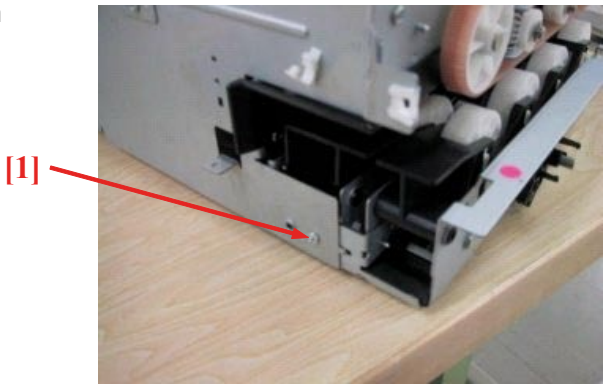
Do a pressure release of the delivery unit prior to removing the lower delivery unit.

3) Remove the screw [1] on the left side of the main body.

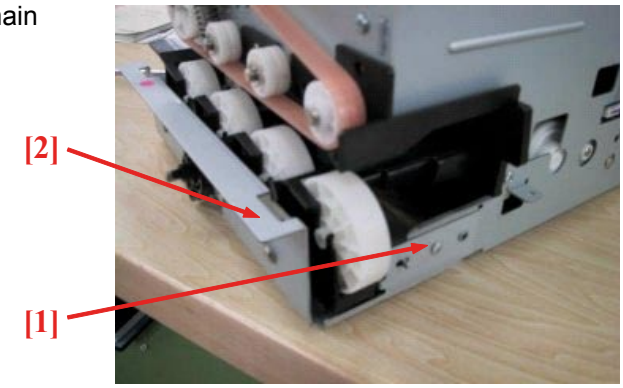
4) Remove the 2 screws [1], and detach the tray [2].



5) Remove the screw [1] on the left side of the main body.



6) Remove the screw [1] on the right side of the main body, and detach the lower delivery unit [2].

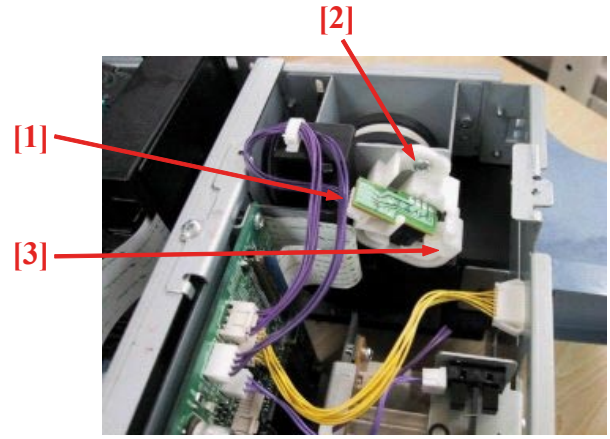


3.4 Upper delivery Unit Related

3.4.0 Removing the Encoder Sensor

1) Remove the upper cover unit. (See A-1 Removing the Upper Cover Unit)

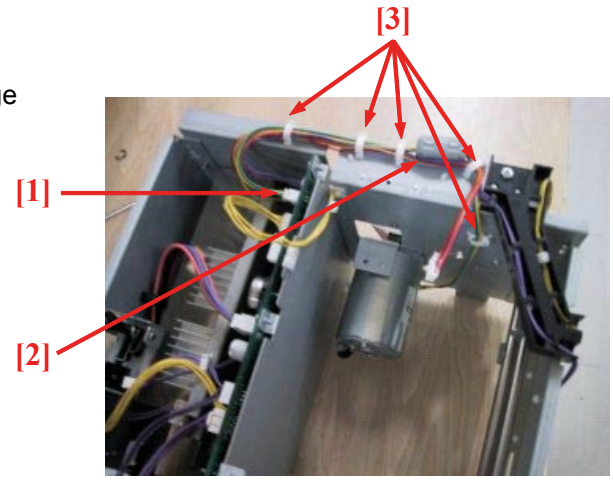
2) Remove the connector [1] and screw [2], and detach the encoder sensor.



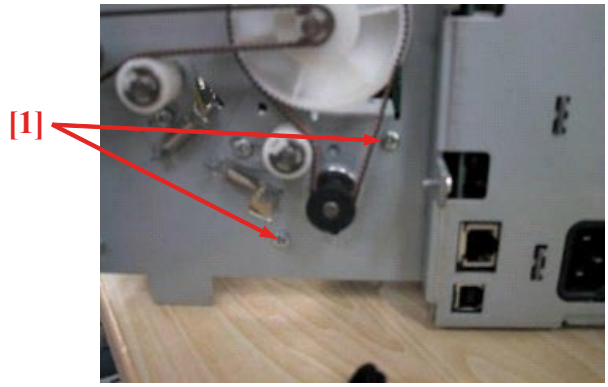
3.4.1 Removing the Delivery Motor

1) Remove the purge unit. (C-2 Removing the purge unit)

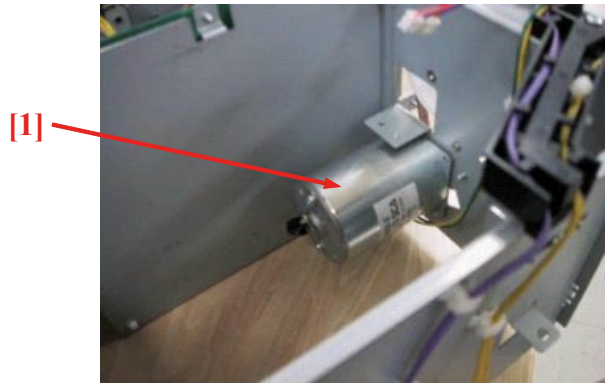
2) Disconnect the connector [1], and remove the harness [2] from the 5 harness guides [3].



3) Remove the 2 screws [1] from rear frame.



4) Remove the delivery motor [1].



3.4.2 Caution at the delivery motor installation

At the delivery motor installation, locate the motor so that the harness come to the position as shown.

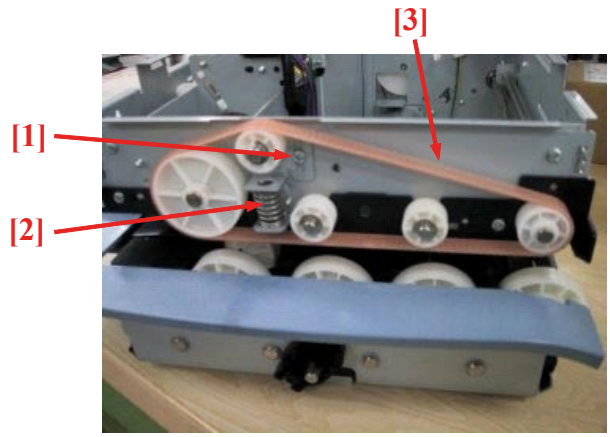
3.4.3 Removing the delivery belt

1) Remove the upper cover unit. (A-1 Removing the Upper Cover Unit)

Caution

Do a pressure release of the delivery unit prior to removing the delivery belt.

2) Loosen the screw [1] temporarily and fix the screw [1] again while compressing the spring [2] to lower the tension. Remove the delivery belt [3].



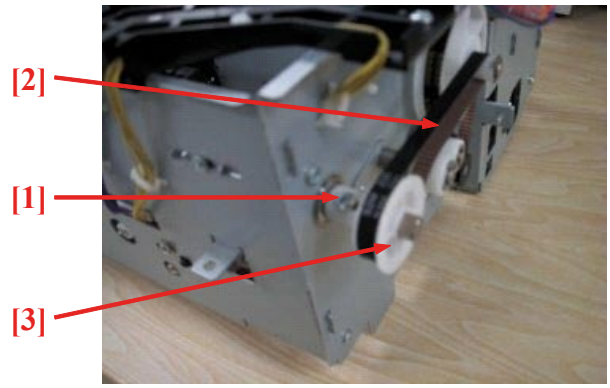
3.4.4 Removing the Upper Delivery Unit

1) Remove the carriage unit. (See B-1 Removing the Carriage Unit)

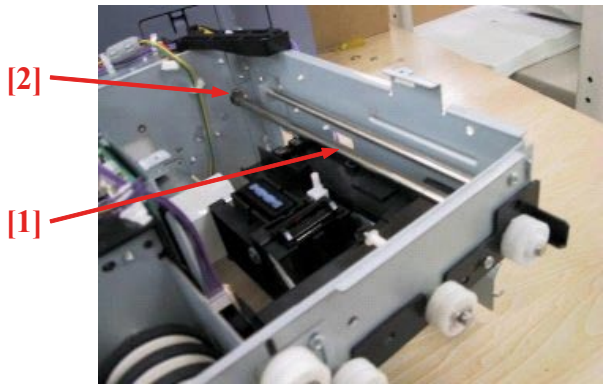
2) Remove the lower delivery unit. (See D-1 Removing the Lower Delivery Unit)

3) Remove the delivery belt. (See E-4 Removing the delivery belt)

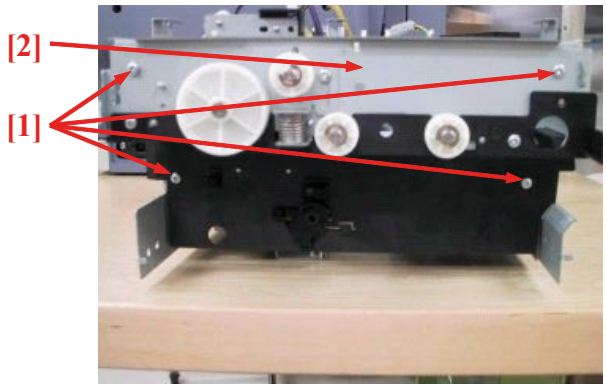
4) Remove the screw [1], belt [2], and gear [3].



5) Remove the rail [1] and bushing [2].



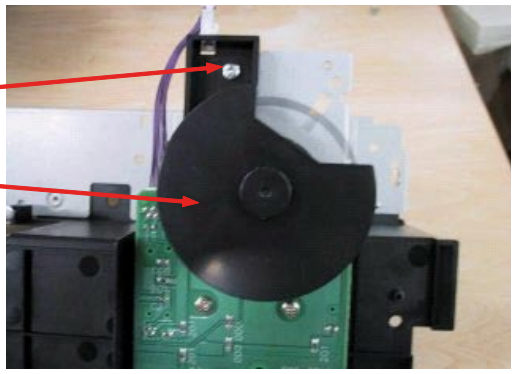
6) Remove the 4 screws [1], and detach the upper delivery unit [2].



3.4.5 Removing the encoder

1) Remove the upper delivery unit. (See E-5 Removing the Upper Delivery Unit)

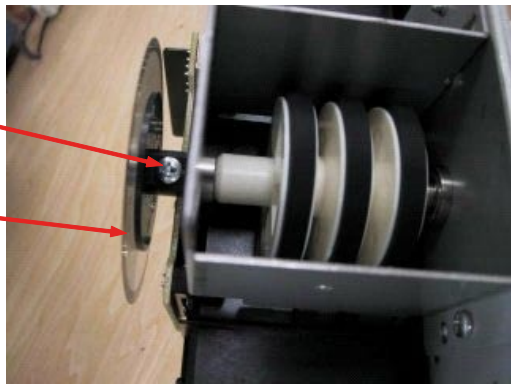
2) Remove the screw [1], and detach the encoder cover [2].



3) Remove the screw [1], and detach the encoder [2].

Caution

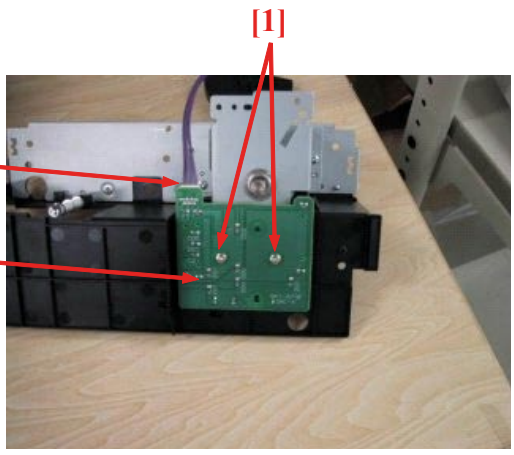
Holding the encoder, with hand, hold it as shown.



3.4.6 Removing the Sensor PCB (2)

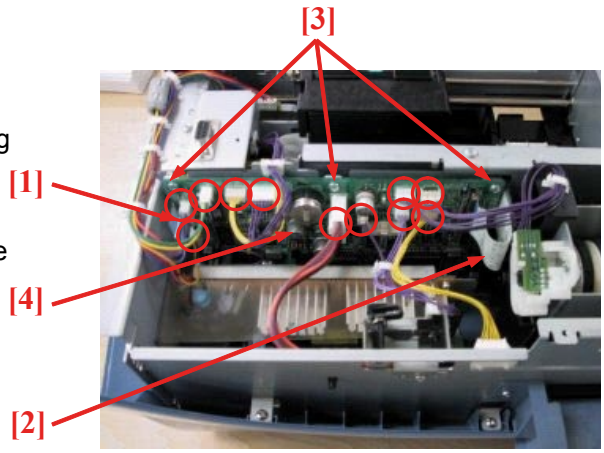
1) Remove the encoder. (See E-6 Removing the encoder)

2) Remove the 2 screws [1] and connector [2], and detach the sensor PCB (2) [3].



3.5 PCBs

3.5.0 Removing the Main PCB



1) Remove the upper cover unit. (See A-1 Removing the Upper Cover Unit)

2) Disconnect the all connector [1] and flexible cable [2] on the main PCB.

3) Remove the 3 screws [3] on the main PCB, and detach the main PCB [4].

Caution

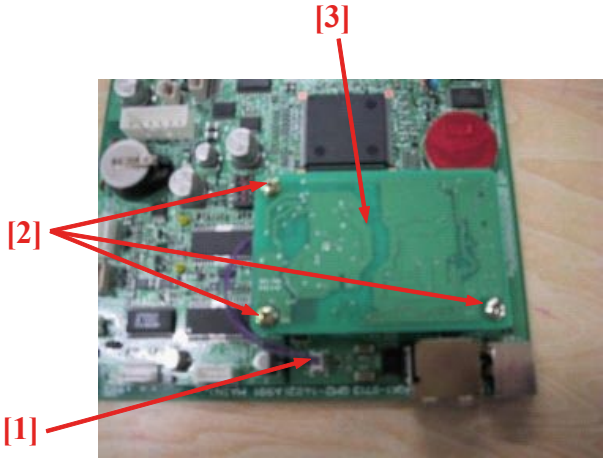
Unlock the connector when removing flexible cable.

Caution

Dispose of the lithium battery according to local regulations.

The lithium battery for the main PCB is a non-replaceable part.

3.5.1 Removing the Modular PCB



1) Remove the main PCB. (See F-1 Removing the Main PCB)

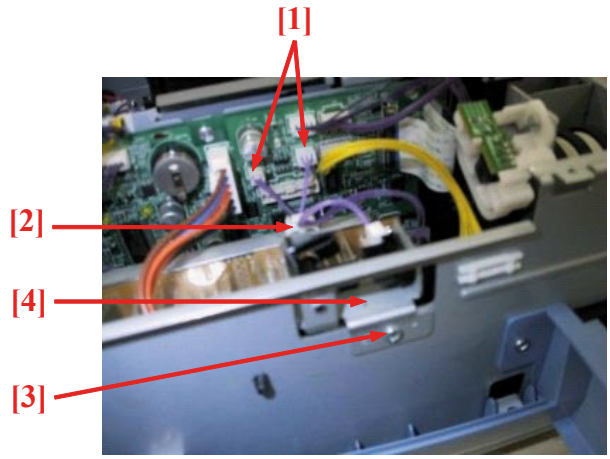
2) Remove the connector [1] and the 3 screws [2] and detach the modular PCB [3].

3.5.2 Removing the DC Power Supply Unit

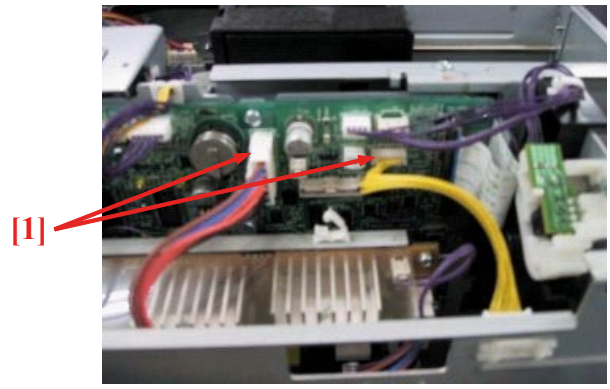
1) Remove the upper cover unit. (See A-1 Removing the Upper Cover Unit)

2) Disconnect the 2 connectors [1], and remove the harness from the harness guide [2].

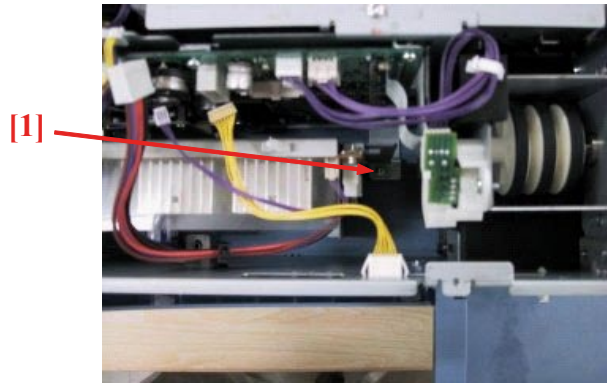
3) Remove the screw [3], and detach the open/ closed cover sensor [4].



4) Disconnect the 2 connectors [1].

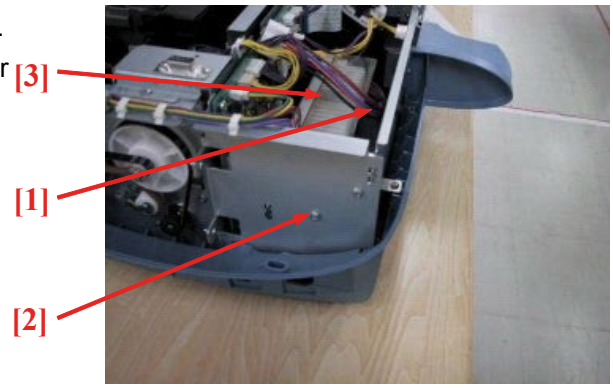


5) Remove the screw [1].



6) Remove the harness from the harness guide [1].

7) Remove the screw [2], and detach the DC power supply unit [3].



4 • Troubleshooting

4.0 Introduction

This chapter explains how to troubleshoot the DM100i and DM200i. It includes troubleshooting charts and a list of error codes and their meanings.

4.0.1 General Troubleshooting

Before troubleshooting the equipment, check that the customer's material falls within the specifications published in Chapter 2 of this manual. You can often trace frequent feed failures to substandard or out-of-spec material or to improper feeding techniques on the part of the operator.

If the problem involves poor print quality, run a test print (*Option* > *Scroll Down* > *Maintenance* > *Printer Maintenance Mode* > *Test Print*) and evaluate the sample. If the test print is not acceptable, select No, Clean Nozzle when prompted. This action automatically runs the manual maintenance functions. Repeat the maintenance procedure if necessary.

4.0.2 Error Messages

The system can display a number of error messages that describe fault conditions. Table 4-10 is a general summary of these messages arranged by their most significant digits. Tables 4-11 onwards list many error codes.

4.2 Troubleshooting Tables

Tables 4-1 through 4-9 present troubleshooting information for the following problems:

- Power On and Initialization Faults
- Display Faults
- Transport Faults
- Tape Feeder Faults
- Printing Faults
- Carriage Movement Faults
- Moistener Faults
- Postage By Phone Errors
- Modem Faults
- Integrated Scale Faults

Table 4-1 Power ON and Initialization Faults

Errors	Checkpoints	Possible Causes/Solutions
Mailing machine is connected to power, but control panel LED is off, no initialization, no display, no printer sounds.	Does the cord show obvious signs of wear? Does another cord work?	Replace the power cord.
	Is the power cord connected to a functioning wall outlet?	Check wall outlet. Is it switch-controlled? If machine is connected to a power strip, try connecting it to a known good wall outlet.
	Defective power supply board. System dead.	Check for 27V (to feeder, transport motor, and print head) and 5V (to control panel, main logic). Check wiring to an connection at Main Logic Board, J9.
	System starts to initialize, but hangs. LED is green. No printer noise (no printer initialization). Screen stuck on “Initializing... Please Wait...”	Verify that all interlocks are closed. Power supply. Check wiring from PS board to Main Logic Board, J14.
Code 010E displays.	An error occurred during printer initialization process. This is a CM/PM initialization timeout.	• If this occurs during install, check that all shipping tape has been removed from unit. • Unplug power cord from unit and then wall outlet. Wait three minutes. Plug cord into unit and then into machine. If this problem occurs every time machine is power cycled, replace it. • Check that ink cartridge cover is closed.
“Printer Fault” error displays. Error 2447.	Does Error 2447 display?	The system failed to detect the print carriage. Check ribbon cable from print head to J13 on Main Logic Board. Problem could be caused by bad connection, ribbon cable, print head controller board (sealed in carriage assembly) and print head.
“System Fault” error displays. Error 2554.	Does Error 2554 display? 2304?	The system failed to detect the Postal Security Device (PSD). Communications with PSD failed. Is PSD present? Check that it is properly seated and making full contact with board. 2304 is a communication timeout error.
1/2 “Jam Lever Open” and 2/2 “Clear Transport” errors display.	If these errors display when the jam lever is closed and the transport is clear, the sensor board may be suspect.	Check sensor board and wiring to Main Logic Board, J8.

Table 4-2 Keyboard and Display Faults		
Fault	**Checkpoints**	**Possible Causes/Solutions**
Keyboard failure. Does not respond.	Wiring from keyboard to J4. Keyboard PCB.	Poor connection at keyboard, wiring and connection at Main Logic Board, J4.
No display.	Machine may be in sleep mode. Is front panel LED orange?	Press any key to wake unit.
	Check display contrast.	Adjust display contrast as required.
	Machine not getting power.	Power cord not plugged in. Power cord plugged into a switched or defective outlet. Try another wall outlet. If unit is plugged into a power strip, move the power cord to a functioning wall outlet.
	No display, front panel LED off, but print head initializes at start up.	Check connector J4.
	See Table 4-1 for power ON an initialization faults.	
Display does not change.	Meter appears to be “stuck” on the same display for an extended period of time.	Power cycle the meter to reboot and start over.

Table 4-3 Mailing Machine Transport Faults		
Fault	**Checkpoints**	**Possible Causes/Solutions**
Operator Error.	Operator may be feeding piece improperly.	Instruct operator to position envelope top edge against rear wall and slide it to right.
Interlocks.	Are cartridge access cover and lower transport closed?	An error message should display if either interlock is open.
Transport fails to drive.	Transport drive motor and drive components.	Test using service diagnostics. Also check harness and connection at J7.
	Drive belts damaged or improperly tensioned.	Check drive belts and tensioners.
Transport fails to drive, (continued).	Drive shaft fails to turn. Drive shaft is binding.	Check pulleys. Make sure they are securely mounted on shaft.
	Transport drive belt.	Check belt for proper tracking. Check for wear, glazing, cracks, etc.
	Lower transport problems.	Make sure lower transport locks in operating position and that idlers contact transport drive belt. Check that all idlers are correctly positioned and turn freely.
Frequent jams.	Debris in transport; envelope thickness out of spec.	Check transport, clean as required. Maximum envelope thickness is 9.5mm.
Frequent skews.	Operator error.	Instruct operator to make sure top edge of mail piece is against registration wall. Cusomer should not hold on to mail as he or she feeds it onto deck. If oversized mail piece, use a tape strip.
No printing occurs.	Envelope blank, no errors.	Check ink cartridge. Perform purge. Clean electrical connections; check electrical connections.

Table 4-4 Printing Faults

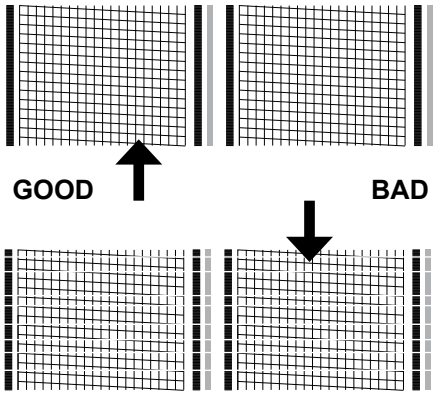
Errors	Checkpoints	Possible Cause/Solution
No print out of box.	In some cases, the print head may dry out or be cold from shipment. This could result in a no print condition. Allow the system to warm up to room temperature. Follow steps at right.	1. Complete install.
		2. After install is complete, remove ink cartridge and print head.
		3. Make sure tape has been removed from bottom of print head and tab has been removed from ink cartridge,
		4. Check that ribbon cable from carriage assembly to J13 is intact and properly connected.
		5. Clean the gold connectors on the side of the print head with a pencil eraser.
		6. Install the print head and ink cartridge.
		7. Check the capping station. Clean if necessary.
		8. Test print quality. Test and purge procedure is available through the user (OPTIONS). From the user menu, press OPTIONS > Scroll down > Advanced Features > Maintenance Mode > Printer Maintenance > Test Print. See illustration below.
		9. If print quality is poor, perform up to three “C” purges. Then perform a “D” purge.
Poor print quality: gaps and voids.	Purge may be required. Test and purge procedure is available through the user (OPTIONS). From the user menu, press OPTIONS > Scroll down > Advanced Features > Maintenance Mode > Printer Maintenance > Test Print. **NOTE:** For a poor print issue that will not clear with a basic purging, perform the printhead replacement procedure. With the system running, open the print head/ink access cover. Select “Replace Print Head.” Physically remove the printhead and reinstall it following the prompts.	 **Figure 4-1 Print Test Patterns** If the test pattern shows gaps or voids, purge the printer nozzles and retest. If little or no improvement is noted, you may repeat the purge up to five times total.

Table 4-4 Printing Faults (Continued)		
Errors	**Checkpoints**	**Possible Cause/Solution**
Poor print from used ink cartridge.	Follow steps at right.	Remove the printhead and check for bent pins. Pins are normally angled downward.
		Make sure printhead is correctly installed.
		Check printhead harness and connection at J13.
		If purges fail to correct the problem, and the ink cartridge is not empty, replace the printhead.
		If this fails to correct the problem, there may be a problem with the print head carriage board. This requires replacement of the print head carriage assembly.
Print is not clean and crisp; smearing or spotting evident. Ink supply is okay.	Wiper blade. Also check the “wiper.” It is easily replaceable.	Check the wiper blade for excess ink accumulation. Clean as required. Replace wiper wiper if necessary.
	Does a purge correct the problem?	If needed, purge and run a test print.
	Is the carriage moving normally so that wiping occurs?	Check carriage movement and correct any problems. See table 4-5
	Is the printhead harness properly connected at J13?	Make sure it is locked in position.
No print, red or partial print.		Possible print head controller (PHC) failure.
Partial, streaked or Incomplete print.	Wiper and/or capping station may be contaminated with excess ink. Purge may be required.	Clean wiper and capping station. Perform a “C” purge, then a “D” purge.
Customer complains that ink usage is high.	Ink yield is based on usage. Higher usage prolongs cartridge life because more ink is used during maintenance than printing.	Is machine in seal-only mode? This mode disables printing. Is the customer performing manual purges? This increases ink consumpton.
	How often does the customer use the meter?	
	When was the ink cartridge installed?	
	Is the customer printing ads? This increases ink usage.	
	Is the customer printing reports? This increases ink usage.	
	Make sure tape is off print cartridge bottom.	
	Check for bent pins. These are behind print head (see figure) and are angled downward.	

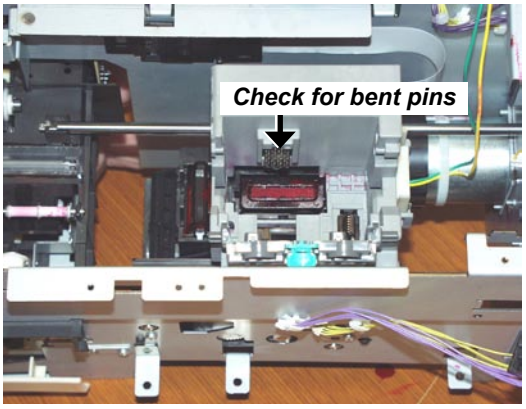


Figure 4-2 Contact Pins

Table 4-4 Printing Faults (Continued)		
Errors	**Checkpoints**	**Possible Cause/Solution**
Poor print with new ink cartridge.	Purge.	Perform a “B” purge and run a test print. Normally two such purges will result in a clear, crisp print. If not, you can try up to three more purges. If these fail, the print head, print head ribbon cable and connection at J127 are suspect. See instructions for *Poor print from used ink cartridge*.
Print head/ink tank not detected.		1. Reinstall print head and ink cartridge. Check for bent pins when you do this. Make sure cap was taken off printhead and tape removed from cartridge. Check that print head is snapped into position. 2. Reboot. 3. Check PH ribbon cable and connection at J13. 4. Print head may be suspect.

Table 4-5 Print Carriage Faults		
Errors	**Checkpoints**	**Possible Cause/Solution**
Print carriage fails to move from home to print position. **NOTE: It is normal for the print head to move back to the home position if an envelope or tape is not sensed by PS1 for 15 seconds.**	PS1 fails to sense envelope or tape lead edge.	Check for debris in transport path.
	Carriage drive belt.	Inspect belt and pulleys. Check that belt is centered on pulleys and fully engages loop on carriage.
	Carriage drive rails.	Check that carriage assembly is not binding on rails. Assembly should move freely.
	Purge motor.	If the purge motor fails to turn clockwise with the carriage assembly in the home position, the printhead lock and cap will remain up, preventing movement of the carriage. Check the harnesses from the purge motor to connectors J5 and J9 on the Main Logic Board.
Error 2443.	And grinding noise.	Indicates carriage motor failure or wiring problem. System locks when error message is cleared. See *Carriage drive stepper motor* above.
Error 2442.	Printer Fault.	Possible problem with cap motor or sensor located in purge unit. System may lock when error is cleared. Check wiring to Main Logic Board, J5. In addition, check purge motor and wiring to Main Logic Board, J9.

Table 4-6 Moistener Faults		
Problem	**Possible Cause**	**Solution**
Envelopes don't seal.	Incorrect feeding.	Check that operator is sliding envelope flap *under* blue edge of feed deck. If this is not done, moistener can't wet flap.
	Low sealant level.	Check sight glass on moistener tank. If level is low, add E-Z Seal® until it reaches bottom of fill hole.
	Dry moistener brush.	Try wetting moistener brush. If brush drys out quickly, replace moistener wick.
	Dirty moistener brush.	Remove brush, clean in plain water and rinse thoroughly.
	Worn moistener brush.	Replace moistener brush.

Table 4-7 Miscellaneous Faults		
Problems	**Checkpoints**	**Possible Cause/Solutions**
Lock Code **Customer forgot meter lock code.**		Go to Enter Lock code screen. Type in 6946-Refill. This will take you to the service mode. Press Clear. This takes you to the main menu. Lock Code will override Supervisor Code.
"Ink Tank Access Cover Open".	Access cover.	Close access cover. If this doesn't correct problem, check sensor flag. Sensor must be blocked when cover is closed. If flag is okay, check wiring and connection at Main Logic Board, J11.
System is noisy.	Lubrication may be required.	Use teflon/silicone grease on feeder gear shafts if there is noise. Also use on white tension idler rollers if they make a high squealing noise.

Table 4-8 Modem/Connection Faults

Problem	Possible Cause	Solution
Machine fails to connect to Postage By Phone Data Center: No dial tone.	System not connected to working analog phone line.	1. Make sure the phone cord is firmly connected to a single line analog phone jack. The term analog phone line refers to a RJ11C or RJ11W compatible (single line) telephone wall plug typically used for a residential phone, analog dial-up computer modem or facsimile (fax) machine. 2. Insure the dialing prefix is set properly if needed. 3. Verify whether a delay (pause) is required in the dialing sequence. For example, a pause may be required after the prefix. 4. Verify the correct PB Phone No is entered- 0845 912 2401. 5. There may be a problem with the meter serial number not being recognized by PBP. Are there any error codes displayed? Check the Error Log before and after attempting the connection. 6. There may be telephone line noise or attenuation causing the line to drop. Trying a different phone number may help. 7. Connect an analog telephone to the line and verify that you can dial out and hear clearly on the line. 8. If a line splitter is used, try removing it and connect directly to the wall jack. 9. If the customer is using DSL, try connecting through the DSL Analog/Digital Filter while no one is on the internet. 10. Could not connect because of V.42 connect time out. This can happen with satellite transmissions. Slowing down the modem often resolves this. Please see **Changing the Modem Speed**, next page.

Table 4-8 Modem/Connection Faults (Continued)

Problem	Possible Cause	Solution
Machine fails to connect tp Postage By Phone Data Center: No dial tone.	**Changing the modem speed:**	Version 8.60 Meters are built with a default Modem Initialization String setting, as follows: ATE0&K0M1X4W2S9=50S7=90^M Using the following Key sequence will take you to the screen which allows you to edit this string: Options > Connect to Data Centre > Phone Parameters > Modem Parameters Select Modem String Select Continue Select Edit Options Then, using the Move Cursor Left and Move Cursor Right soft Keys, edit the string so it looks like: ATE0&K0M1X4W2S9=50S7=90+MS=V34^M Add the '+MS=V34' to the string; it MUST be placed before the '^M' ***NOTE:*** Special characters like + = ^ can be found on the QWERTY Keyboard. For + use G, for = use A, for ^ use B. Version 11.14 uses the new string. If problems are still encountered try V32 14400 baud V22 2400 baud Once the string looks correct then: Select OK Select Accept Select Done
	Modem setup incorrect.	Check that modem setup is correct. Go to OPTIONS and scroll to CONNECT-DATA CENTRE. Is tone/pulse setting correct? Is a dial prefix required to get an outside line? Is PbP number correct? Other modem parameters OK?
	Faulty modem.	Check that modem is properly seated on main logic board and that connection between J2 on modem board and J21 on main logic board is sound.

Table 4-9 Integrated Scale Faults		
Problem	**Possible Cause**	**Solution**
Scale problems at time of install.	The scale line is not showing or an error code (e.g., 1103, 11F6) displays	Put in for a download.
	Try steps at right.	1. Try uploads and downloads. 2. Push down hard on the scale, then reboot. 3. Remove the rubber feet on the scale, push down on scale and reboot. 4. Check that RS232 connector and pins are okay. 5. Check harness from DB-9 connector to J107 on Main Logic (Controller). 6. If this fails, place in the Print Head Queue. 7. Check DLA. If the scale feature dowloaded, replace the scale. 8. If no scale feature downloaded, place in the print head queue.
Scale problems after install.	If the scale has been working and the scale line shows but nothing else, or the scale line shows with g, but no zeroes, try steps at right.	1. Push down hard on the scale, then reboot. 2. Remove the rubber feet on the scale, push down on scale and reboot. 3. Check that RS232 connector and pins are okay. 4. Check harness from DB-9 connector to J3 on Main Logic (Controller). 5. If this fails, replace the scale but DO NOT put into Print Head queue.
Weight over capacity.	User attempted to weight an item that exceeds the maximum capacity of the platform they ordered.	See error 1103 if this is not the case. If these steps don't work, follow the local process to have the DLA reset. Advise the customer to perform a download in 24 hours.
Rate manager not initialized.	Check the order to verify the weight capacity was ordered.	Follow the local process to have the DLA reset. Advise the customer to perform a download in 24 hours.
Scale does not function; unable to rate mail on scale.	Is scale seated properly?	Reseat scale. Is serial port set to "Attached Scale?" Check serial port wiring to Main Logic Board, J3. Is rating feature enabled?
Auto scale function does not work.	Auto scale may be turned off. Scale not set up properly.	Enter menu and make sure auto scale function is ON.

Table 4-10 Common Error Messages	
Error	Action
2003 and 2004	Startup error. Reboot system.
220C	Time out error. Reboot system.
24A4 or 24A5	Reboot. Leave system off for a minimum of one minute. A replacement print head will not resolve these errors.
2442	Reboot. Leave system off for a minimum of one minute.
DE06 or DE14	Attempt to connect to Postage By Phone was unsuccessful, Check PbP for any flags that may be on the account or any budgets listed for the customer's refill amount. Once the flag or budget is found, proceed accordingly.
Low Sector Error	Reboot.
010E	Error occurred while trying to initialize printer. If this occurs during install, check that all shipping tape has been removed from the system. Remove the power cord from both the wall outlet and the machine. Wait three minutes and reconnect power. Make sure the ink cartridge cover is closed.
0112	Ink carriage motor timing area. Usially occurs along with 2443 error when the system is rebooted. See instructions for error 2443.
0802	The print carriage is not moving correctly or is jammed. This may also happen during refills. Reboot for thirty seconds. If this fails to clear the error, reboot for three minutes. If the problem persists, see Table 4-7 for addtional troubleshooting information.
1103	Weight capacity was not downloaded. Check the order to verify that weight capacity was ordered. Follow local process to have DLA reset. Advise customer to perform download after 24 hours.
11F6	The system is not processing rates correctly. Check the order to verify that appropriate rating feature was ordered. Follow local process to have DLA reset. Advise customer to perform download after 24 hours.
200C	Real time clock error — out of range. If this occurs during out-of-box setup, reboot the system. Press continue to bypass the current clock time and complete the install process. Change clock time after installation is complete. If this occurs after setup, confirm the current system time by printing a report. Attempt to update the system time from the options menu and then reboot the system.
200D	Bad status message received from PbP. Confirm the system is installed on PbP and try to reconnect. Also confirm with PbP that funds are available for the customer.
220C	Invalid meter graphics were detected. Try rebooting.
24A3	Print head not at correct temperature. Is the system located near a heater, hot air vent or unusually warm area? Move to cooler area. Try rebooting to clear message. If unable to clear message, print head is suspect.
2443	Ink carriage motor or sensor error. Grinding noise may also be heard. Check the capping station area to see if the capping station is broken or loose. If loose, try snapping it back into position. If this fails, replace purge unit.
2494	Ink tank communication error. This error usually occurs when a new ink cartridge is installed. Remove the ink cartridge and reinstall it. If this clears the error, install a new ink cartridge. If not, reboot.
2544	Communication with the vault failed. Withdraw the system from service. You will not be able to remove funds.
2544/220C	Communication with the vault failed. Reboot the system for 30 seconds. If this fails, reboot the system for three minutes. This shoule clear the error.

Table 4-10 Common Error Messages (Continued)	
Error	Action
DE00	When trying to connect with the Data Center, either PbP is not set up to communicate with the meter or there is some other type of network problem. 1. Confirm the meter is installed at PbP, that the cusomer has not reached his or her credit limit, and that there are funds available to download. 2. If PbP is okay, there may be a network communication problem. 3. Make sure the meter is installed on the customer's account. 4. Make sure the customer is not attempting to use a credit card. 5. Reboot the system for 30 seconds. If tis fails, reboot the system for three minutes. 6. If the meter was installed at PbP, have the customer change to the local AT&T number and attempt to connect again. 7. You must reboot after every DE00 error.
Location Code Required	Location code not installed during setup.
EMD	The meter can't confirm that its memory is working. Withdraw the system from service. If funds are in the meter, flag as QAR (Question of Accurate Registration).
Invalid User ID/ Password	Usually Occurs during install. 1. Press CLEAR. 2. Reboot for 30 seconds. 3. If the display returns to *ENTER AMOUNT TO ADD TO METER*, press CLEAR. 4. Select RETURN TO START to begin the install over again.
Link Negotiation Failed	Check that system is connected to an analog line. Try using 1-800-590-4857, 1-866-297-8025 or a local access number. 1. Reboot system. 2. Press CLEAR when display prompts: *DO YOU NEED TO ENTER A NUMBER TO REACH AN OUTSIDE LINE?* 3. Select QUIT INSTALL and YES/ENTER to confirm. Display prompts: *NOT AUTHORIZED*. 4. Press OPTIONS. 5. Press PAGE DOWN (SCROLL) two times. 6. Select *Connect — Data Center*. 7. Select *Phone Parameters*. 8. Select *Change PB Phone Number*. 9. Press YES. 10. Enter the alternate phone number an select *OK.* 11. Reboot system. Display prompts: *DO YOU NEED TO ENTER A NUMBER TO REACH AN OUTSIDE LINE?* 12. Retry the connection again.
Low Sector Error	Reboot.
010E	Error occurred while trying to initialize printer. If this occurs during install, check that all shipping tape has been removed from the system. Remove the power cord from both the wall outlet and the machine. Wait three minutes and reconnect power. Make sure the ink cartridge cover is closed.
Meter not Authorized Message	Same as Link Negotiation Failed error. See table entry above.

Table 4-10 Common Error Messages (Continued)	
Error	Action
No Dial Tone	See Table 4-8.
Print Head/Ink Tank not Detected	See Table 4-4.
Rate Manager Not Initialized	See Table 4-9.
Weight Over Capacity	See Table 4-9.
37B6	Error on DM400c. Happens when transport is opened? Clear envelopes from paper path and reboot.
2544, 2443	Errors during bootup - The PSOC is communicating with the PSD and it is taking too long. Solution - Leave error up for two minutes, then reboot.
2546	Reboot to clear if softkey does not work.
372A	Feeder error with C4 envelope.
2482 or 248B	No Paper. Cause: Operator inserted a mail piece then pulled it back out and then put it in again during a batch.
DE1D	Reboot to resolve.
2412	Tape ran out and last tape did not print.
25xx	iButton.
23xx	PSOC.
248B	Mail jam caused by stream feed.

Table 4-11 Motion Control Processor (MCP) Related Error Codes (16xx Codes)	
Error	Description
1600	No Error
1601-1627	Reserved
1628	Failed to Feed
1629	Printer Not Ready
162A	TAR2 Exit Jam
162B	Printer Error
162C	Transport Jam
162D	TAR1 Exit Jam
162E	Tape Jam
162F	Printer Over run
1630	Trip Jam
1631	Mail piece too thick (jam)
1632	Print Head Fire Timeout
1633	Printer Not Ready during Tape
1634	Printer Error during Tape Printing
1635	A ‘Run “ail” operation was attempted with mail in the transport area.
1636	The Power Stacker is Full
1637	Skewed mail piece (reported by DM400 only)
1638	Mailpiece Hold Error (Differential Weighing)
1639	CSpark Tape Stream Error
163A	Jam at hand-off to the WOW Module
163B	Mail Piece too long - happens if the WOW sensor signifying that the piece is in position to weigh is blocked and the WOW entry sensor is still blocked
163C	WOW Done message not received by MMC in specified time (WOW Weighing timeout) - a 5 second timeout on the handshake with the weighing module.
163D	WOW Re-Zero Error
163E	WOW Weight Error
163F-1658	Reserved
1659	Non-volatile Memory Failure
165A	Invalid Parameter Checksum in NVM
165B	Invalid Cycle Count Checksum in NVM
165C	Invalid Jam Count Checksum in NVM
165D	MCP Reset due to Watchdog Timeout
165E	Bad Profile Command

Table 4-11 Motion Control Processor (MCP) Related Error Codes (16xx Codes) Continued	
165F	Invalid Motor State
1660	Invalid Position Move
1661	Error erasing flash memory for download
1662	Error saving flash memory after download
1663	Servo Position Error
1664	I2C Bus Error
1665	DM360 Feeder reported a Power On Self Test error
1666	DM360 Feeder Communications Timeout
1667-167F	Reserved
1680	Flash File System (FFS): MCP profiles are not Loaded (don't exist in FFS)
1681	Flash File System (FFS): Requested Profile Group Doesn't Exist in MCP Profile
1682	Flash File System (FFS): Invalid binary Profile
1683	Invalid "default" Switch Condition
1684	The MCP Reset due to a Watchdog Timeout
1685	The MCP reset due to an error condition (e.g., ESD)
1686	The mail run was terminated by specified condition
1687	The internal state "stack" overflowed (too many pushes)
1688	The internal state "stack" underflowed (too many pops)
1689	Clear of Debit Operation Occurred before Mailrun
168A	The WOW isn't Present but Should Be
168B	The MMC is not Responding
168C-168D	Reserved
168E	The WOW Unable to Weigh – Weight Unstable
168F-1696	Reserved
1697	A Sealant Out Condition Exists
1698	A Tape Out Condition Exists
1699-16A1	Reserved
16A2	Interlock Cover Open Event
16A3	Interlock Cover Closed Event
Error	Description
16A4-16AA	Reserved
16AB	Power Stacker Full
16AC	WOW Error
16AD	The Weight Break Table Entries were Sent out of Sequence
16AE	Negative Weight Calculated
16AF	Weight not Valid for Mail Type
16B0	Weighing Error (unstable - maximum number of samples exceeded)
16B1	Weighing Error (no tare achieved - maximum number of samples exceeded)
16B2	WOW asked to weigh without calibration (calibration required)
16B3	Compute Rezero is Outside +/- 20 grams
16B4	Compute Rezero is Outside +/- 2 grams
16B5	Requested Operation Cannot be Performed in the Current State.

Table 4-11 Motion Control Processor (MCP) Related Error Codes (16xx Codes) Continued	
16B6	Feeder Hardware Not Detected
16B7	The Requested Operation is invalid
16B8	The Feeder has not enumerated in a timely fashion
16B9	The firmware update has failed.
16BA	No firmware has been installed in the UIC.
16BB-16FD	Reserved
16FE	Branch-to Profile or Segment doesn’t exist
16FF	Requested Profile not available to be run

I-Button Specific PSD Error Codes Group 2 (21xx):

This class of errors is reported by the Janus UIC when there are image generator errors.

Table 4-12 DM100i/DM200i Image Generator Errors (22xx)

Error	Description
2201	Font, graphic, barcode, or text ad component had wrong schema version
2202	Too many “indicia” components in the region map OR too many “town circle” components in the region map(s).
2203	Wrong state to do the requested operation
2204	Someone requested a change in the date duck state when there is no date field
2205	Someone requested a change in the EB duck state when there is no Entgelt Bezahlt
2206	Someone requested a change in the PIN duck state when there is no PIN field
2207	Someone requested a change in the TL/TC duck state when there is no town line field and no town circle
2208	The region maps weren’t numbered consecutively OR the id of the first region map wasn’t 0 (zero) OR the region map didn’t contain an indicia component or a permit component or a tax graphic component or a date/time component OR the region map had both a normal/low indicia component and a leading/ lagging indicia component OR the region map had both a normal indicia component and a low value indicia component OR the region map had a combinations of indicia and/or permit and/or tax graphic and/or date/time components
2209	Someone tried to set the indicia type to “low” when there is no low value indicia graphic component
220A	IG_Reload was called. Now IG_LoadIndicia, IG_LoadPermit, IG_LoadTaxGraphic, IG_LoadAdInscr or IG_LoadDateTime must be called before calling one of the “duck” functions or IG_LoadStaticVCRs or IG_LoadVariableVCRs. Similarly IG_LoadReport must be called before IG_LoadNextReportPage.
220B	Region map contained an invalid component type
220C	Someone called IG_LoadIndicia or IG_LoadAdInscr when there is no indicia region map
220D	Someone called IG_LoadPermit when there is no permit region map
220E	Someone called IG_LoadTaxGraphic when there is no tax graphic region map
220F	Someone called IG_LoadIndicia when there is no indicia type selected
2210	Someone called IG_LoadPermit when there is no permit selected
2211	The blob was missing data for a set of VCRs OR the name strings was missing from the TC graphic and it’s needed
2212	The data for a graphic component was missing from the component structure given to IG_Powerup or IG_Reload or IG_SetIndiciaType
2213	Font used by a text ad is missing OR font used by one or more VCRs is missing OR 1D barcode font is missing
2214	A region’s or VCR’s starting point (column or row) and/or ending point (column or row) isn’t within the print area
2215	The width and/or height of a graphic or font is zero OR the max width and/or max height of a region is zero OR the width/height of a graphic is greater than the max width/height of the region that the graphic goes in
2216	The address of the graphic or font character is zero OR the size of the graphic or font character is zero
2217	The compressed data had a command byte with a byte count of zero
2218	When the image data is decompressed, the graphic is bigger than the given height and width
2219	The number of VCRs defined in the register groups doesn’t match the number of VCR location records OR too many VCRs have been defined
221A	A register group or text ad line or 1D barcode field has an unknown justification value.

Table 4-12 DM100i/DM200i Image Generator Errors (22xx) Continued	
221B	A register group has a field size that is too big OR the number of VCR definitions for a graphic doesn't match the sum of all the register field lengths for the graphic OR the total number of VCRs for a region map is more than the max allowed.
221C	The text ad works out to be wider than the ad region
221D	The text ad works out to be taller than the ad region
221E	The ad area doesn't have any space except for the required border around the text ad
221F	One of the text ad lines has a font ID that isn't allowed to be used for text ads
2220	Something failed previously in the image generator. It won't work properly until IG_Powerup is called again
2221	Trying to print just an ad and/or an inscription, BUT no ad and no inscription have been selected –OR- there is no ad area and no inscription area in the indicia region map –OR- combination of the two previous conditions (e.g., only an ad selected, but no ad area in the region map)
2222	Someone requested a change in the printed batch count duck state when there is no printed batch count field
2223	Someone requested a change in the text entry duck state when there is no text entry region
2224	Someone called IG_LoadDateTime when there is no date/time region map
2225	Someone requested a change in the time duck state when there is no time field
2226	While loading all the desired graphics into the print area, it was found that the total number of columns required was greater than the maximum number of columns allowed
2227 – 223F	Codes reserved for future image generator errors
Error codes for the Barcode Generator	
2240	Can't match the number of ECC words to a polynomial array. This means there is a mismatch between the barcode information table and the list of polynomial arrays in the DmBcPrivate.c file
2241	An ECC mode other than "Data Matrix" was specified in the barcode definition in flash even though only data matrix barcodes are supported
2242	Based on the number of symbol rows & columns specified in the barcode definition in flash, can't find its corresponding data in the barcode information table in the DmBcPrivate.c file
2243	Number of barcode symbols is > the number currently supported by the software
2244	Barcode memory space needs to be increased in the DmBcPrivate.c file
2245	Barcode definition in flash indicates more data bytes in the debit certificate than will fit in the barcode data code words
2246	Somehow the barcode characteristics were never transferred from the barcode definition in flash to the local global structure in the barcode generator
2250	Somehow the length of the data for the 1D barcode is zero after all the spaces are removed from the data
2251	The width of the generated 1D barcode is greater than the allocated width (if a horizontal barcode) or the allocated height (if a vertical barcode)
2252	The amount of data for the 1D barcode is more bytes than will fit in the work buffer

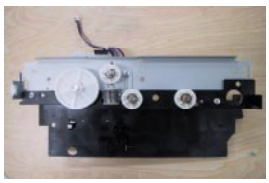
Table 4-13 DM100i/DM200i Print Head Security Errors (23xx)	
Error	Description
2300	Version mismatch error
2301	Programming failure
2302	Communication error
2303	Fatal communication error
2304	Communication timeout error
2305	Seed mismatch error
2306	Fatal programming error

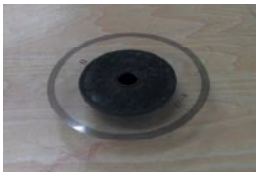
Table 4-14 DM100i/DM200i Print Manager Errors (24xx)	
Error	Description
2400	General printer fatal error
2401	Could not send intertask message
2441	Purge pump motor or sensor failure
2442	Cap motor or sensor failure
2443	Carriage motor or sensor failure
2444	Inside temperature out of range
2445	Transport motor or encoder failure
2446	ASIC motor drive time limit exceeded
2447	Print carriage not detected.
2481	E_PAPER_SKEW (Mail skewed)
2482	E_NO_PAPER
2483	E_PIECE_TOO_SHORT
2484	E_PIECE_TOO_FAST (Operator inserted mailpiece too fast)
2485	E_NO_PRINT (Paper error)
248B	E_JAM (Mail jammed)
248C	E_JAM_LEVER_OPEN (Jam lever open)
2491	E_NO_INK
2492	E_NO_INKTANK
2493	E_INKTANK_ID
2494	E_INKTANK_CHECKSUM
2495	E_TANK_LID_OPEN
24A1	No Printhead
24A2	Incorrect printhead type
24A3	Printhead NVM checksum failure
24A4	Printhead temperature out of range
24A5	Printhead heater failure
24B1	E_MSG_SRC
24B2	E_MSG_DEST
24B3	E_MSG_ID
24B4	E_MSG_TYPE
24B5	E_MSG_PARAMETER
24B6	E_MSG_NA (Not appropriate message, like “Perform Printer Maintenance” in Seal Only Mode)

Table 4-15 DM100i/DM200i BOB Task Errors (25xx)	
Error	Description
2501	Unknown intertask message or script request
2502	PSD failed to reply to a message
2503	PHC failed to reply to a message
2504	External card failed to reply to a message
2505	General communication failure
2506	PSD USB driver failure
2507	PHC 232 driver failure
2508	External card t=0 driver failure
2509	Internal Error encountered by SCM task
250A	General device driver failure
250B	Unknown intertask message
250C	Access code procedural errorError
250D	The requested operation is not installed
250E	Required font not installed
250F	Font download errorError
2510	Error retrieving report hash
2511	Error determining PHC power parameters
2512	Error determining current printing mode
2513	Error while deriving meter status
2514	Error while updating the batch registers
2515	Error while gathering report data
2516	Error gathering ad information
2517	Error gathering inscription information
2518	Error while preparing download to PHC
2519	Error while preparing to download a leading barcode image
251A	Error while preparing to download a lagging barcode image
251B	Error preparing to pre debit
251C	Error preparing the PHC configuration record
251D	Error while preparing the vendor key
251E	Snippet signature is unacceptable to PSD (no longer used but left in for Error spec compatibility)
251F	Indicia not found in flash
2520	Indicia font not found in flash
2521	Report not found in flash
2522	Report font not found in flash
2523	Town circle not found in flash
2524	Town circle font not found in flash
2525	Error reading UIC date or time
2526	Error building a device message
2527	Erroneous message script ID
2528	Device message reply length is unexpected

Table 4-15 DM100i/DM200i BOB Task Errors (25xx) Continued	
2529	Unknown component ID in the print zone packed byte parameter
252A	Unknown function ID in the print zone packed byte parameter
252B	Message resent maximum number of times without response
252C	Trouble retrieving a test print from FLASH
252D	Current account has expired during a mail run
252E	Error while preparing the trusted SW key
252F	Unknown device ID found in a tealeaves table
2530	Department account does not have enough funds
2531	Department account has reached allowed mailpieces
2532	Unknown department account Error
2533	Error while getting info from an installed type “Misc” graphic
2534	Error while getting info from an installed Swiss star
2535	Error accessing a required Entgelt Bezahlt in flash
2536	Error while trying to get bar code parameters from FLASH
2537	Error while trying to get NPCG.BIN from external flash
2538	Error while trying to get xxxPCG.BIN from external flash
2539	Error while trying to get PRINTEST.BIN from external flash
253A	Gate keeper model is unknown
253B	Snippet handler was unable to retrieve a snippet from FLASH
253C	iButton® PSD communications driver, success but no expected event
253D	iButton® PSD communications driver, failure miscellaneous
253E	Error while accessing a miscellaneous graphic in the flash
253F	Error creating dynamic blob for image generator
2540	Error creating static blob for image generator
2541	Error creating report blob for image generator
2542	Error logging postage value download message to shadow log
2543	Error logging debit certificate to shadow log
2544	iButton® PSD communications driver, success but timeout error
2545	iButton® PSD communications driver, failure OS no event match error
2546	iButton® PSD communications driver, failure OS timeout error
2547	SCM_CURRENCY_MISMATCH, Currency code mismatch between indicia graphic and psd
2548	SCM_CMOS_GMTOFFSET_OUT_OF_RANGE, CMOS gmtGMToffset out of range, reset to defaults
2549	SCM_PERMIT_NOT_FOUND, Error accessing a permit graphic
254A	SCM_DATETIME_NOT_FOUND, Error accessing a date time graphic
254B	SCM_PERMIT_BATCH_COUNT_SET_ERROR, Error setting permit batch count index
254C	Error finding an auto inscription in flash
254D	Auto inscription ID is not in range
254E	Piece count end of life error
254F	Failure to correct shadow log
2550	Error logging postage value refund message to shadow log
2551	Error in fnValidData, probably a missing table entry
2552	Error in fnWriteData, probably a missing table entry

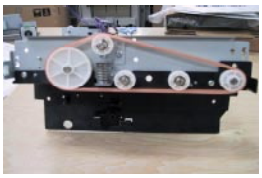
5 • Parts List

Parts No.	Name	Qty	Photograph	Recommended Initial Stock Item	Note
QC1-4685	GUIDE, CABLE	1			
QC1-4692	ROLLER, PRESS, UPPER	1		X	
QC1-4706	KNOB, RELEASE	1			
QC1-4727	ROLLER, LOWER 1, SEAL	2			
QC1-4728	ROLLER, LOWER 2, SEAL	2			
QC1-4787	SHEET, DRAIN	1		X	
QC1-5127	COVER, TOP	1			
QC1-5128	COVER, OPEN/CLOSE	1			

QC1-5129	COVER, DECK	1			
QC1-5130	FOOT, RUBBER	4			
QK1-0716	SENSOR UNIT	1		X	
QK1-0721	MOTOR, DC 24V	1		X	
QK1-0726	MOTOR, DC 27V	1		X	
QK1-0731	CONTROL PANEL UNIT	1		X	Does not come with bezel.
QK1-0732 (UK) QK1-0734(Int)	MODEM UNIT	1		X	
QL2-0670	ENCODER ASSY	1			
QL2-0687	COVER ASSY, BOTTOM	1			

QM2-1335	TRANSPORT UNIT, UPPER	1			
QM2-1336	ROWEL UNIT	1			
QM2-1337	PULLEY UNIT, TENSION	1			
QM2-1338	REGISTRATION UNIT	1		X	
QM2-1339	TRANSPORT UNIT, LOWER	1		X	
QM2-1341	GUIDE, TRANSPORT	1			
QM2-1342	SLIDE PLATE ASSY	1			
QM2-1343	WHEEL ASSY, SLIDE, 1	1		X	
QM2-1344	WHEEL ASSY, SLIDE, 2	2		X	

QM2-1345	WHEEL ASSY, SLIDE, 3	1		X	
QM2-1346	PRESS ROLLER LOWER UNIT	1		X	
QM2-1347	PURGE UNIT	1		X	
QM2-1352	CARRIAGE UNIT	1		X	
QM2-1353	ADJUSTER UNIT, BELT, CARRIAGE	1			
QM2-1354	ADJUSTER UNIT, 1, TENSION	1			
QM2-1355	ADJUSTER UNIT, 2, TENSION	1			
QM2-1356	CONNECTOR ASSY	1			
QM2-1357	SENSOR UNIT, COVER, TOP	1		X	

QM2-1360	PRESS ROLLER UNIT	1		X	
QM2-1361	SENSOR UNIT, ENCODER	1		X	
QM2-1364	PRINT HEAD UNIT	1		X	
QM2-1374	WASTE INK TANK UNIT	1		X	
QM2-1377	TANK COVER ASSY	1			
QM2-1406	ENCODER PCB UNIT	1			
QM2-1420	CABLE, MODEM	1			
QM2-1422	DC POWER SUPPLY UNIT	1		X	

QM2-1425	CONTROLLER PCB UNIT	1		X	This part is not Parameterized. Cheaper to re-place machine. Not available as a spare part.
QU1-0066	PULLEY, 40T	1			
QU1-0067	PULLEY, 16T/80T	1			
QU1-2118	SPRING, COMPRES-SION	1			
QU1-2119	SPRING, TORSION	1			
QU1-2120	SPRING, TORSION	1			
QU1-2121	SPRING, TORSION	3			
QU1-2122	SPRING, TENSION	2			

QU1-2126	SPRING, TORSION	1			
QU1-3024	PULLEY, IDLER	2			
QU1-3025	PULLEY, DRIVE	1			
QU1-3026	BELT, FEED	1			
QU1-3027	BELT, TIMING	2			
QU1-3028	BELT, TIMING	1			
QU1-6014	WHEEL, SLIDE	5			
QU1-6015	WHEEL	3			
VT2-5018	SPACER	3			

WG8-5364	PHOTO-INTERRUPTER	1			
XB1-2300-605	SCREW, MACHINE M3X6	42			
XD2-1100-242	RING, E, Φ2.4	1			
XD2-1100-502	RETAINING RING (E-TYPE)	3			
XG9-0531	BEARING	4			